

CLAIMS:

1. A method for rescheduling workload, comprising:
selecting a period;
selecting a contacts forecasted to be received (CRF)
5 value for the selected period;
selecting a contacts forecasted to be handled (CHF)
value for the selected period;
generating a contacts handled intraday value (CHI)
for the selected period as at least a function of the
10 (CHF) value for the selected period; and
performing at least part of one or more steps above
on at least one processing device.
2. The processing device of Claim 1, wherein the
15 device is an electronic device.
3. The method of Claim 1, further comprising
setting a contacts to be received intraday (CRI) value
for the selected period equal to the CRF value for the
20 selected period.
4. The method of Claim 1, further comprising
incrementing the selected period to a next period.
- 25 5. The method of Claim 1, further comprising
setting the CHI value to equal the CHF value for a
plurality of periods.
6. The method of Claim 1, further comprising
30 determining a preliminary CHI value for the selected
period.

7. The method of Claim 1, further comprising summing a propagation of at least one CRA value or at least one CRI value, or both, to the selected period to obtain a preliminary CHI value.

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8. The method of Claim 6, further comprising determining whether a number of contacts actually handled (CHA) value in a previous period is available.

10 9. The method of Claim 8, further comprising wherein if the CHA value of a previous period is available, updating the CHI value for the selected period as a function of the preliminary CHI value of the selected period, the CHI value for a previous period and
15 the CHA value for the same previous period.

10. The method of Claim 9, further comprising wherein if the CHI value for the previous period is greater than the CHA value for the previous period,
20 updating the CHI value for the present period by adding a difference between the CHI value of the previous period and the CHA value of the previous period to the preliminary CHI value of the selected period.

25 11. The method of Claim 9, wherein if the CHI value for the previous period is not greater than the CHA value for the previous period, updating the CHI value for the selected period equal to the preliminary CHI value for the selected period.

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12. The method of Claim 8, further comprising wherein if the CHA value of the previous period is not

available, generating the CHI value for the selected period as a function of the preliminary CHI value of the selected period, the CHI value for a previous period and a contacts handled scheduled (CHS) value for the same
5 previous period.

13. The method of Claim 12, further comprising wherein if the CHI value for the previous period is greater than the CHS value for the previous period,
10 updating the CHI value for the present period by adding the difference between the CHI value of the previous period and the CHS value of the previous period to the preliminary CHI value of the selected period.

14. The method of Claim 12, further comprising wherein if the CHI value for the previous period is not greater than the CHS for the previous period, updating the CHI value for the present period equal to the preliminary CHI value for the selected period.
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15. A method for processing a backlog in a contact center environment, comprising:

determining whether a backlog value exceeds a threshold value; and

25 updating a contacts handled intraday (CHI) value for at least one time period as a function of the backlog value.

16. The method of Claim 15, wherein the step of
30 updating the CHI value is performed as a function of a threshold value.

17. The method of Claim 15, wherein the backlog is an actual total backlog value.

18. The method of Claim 17, further comprising
5 calculating the actual backlog value as a sum of an expired backlog value and an unexpired backlog value.

19. The method of Claim 15, wherein the backlog is an intraday expired backlog value.

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20. The method of Claim 17, further comprising calculating the intraday expired backlog value as a difference between an expired total backlog value and an intraday unexpired backlog value.

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21. The method of Claim 16, further comprising updating the CHI value for a plurality of periods.

22. A system for calculating a contacts handled
20 intraday value, comprising:

a server for providing contacts data;

a management system coupled to the server, wherein the management system is configured to generate and update a contact handled intraday (CHI) value for at
25 least one time period.

23. The system of Claim 22, further comprising a database coupled to the management system, wherein the database is configured to store contacts.

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24. The system of Claim 22, wherein the contact comprises at least one e-mail message.

25. The system of Claim 22, wherein the contact comprises at least one telephone message.

5 26. A computer program product for rescheduling workload, the computer program product having a medium with a computer program embodied thereon, the computer program comprising:

code for selecting a period;

10 code for selecting a contacts forecasted to be received (CRF) value for the selected period;

code for selecting a contacts forecasted to be handled (CHF) value for the selected period;

code for generating a contacts handled intraday value (CHI) for the selected period as a function of the

15 (CHF) value for the selected period; and

code for updating the CHI value.

27. A processor for rescheduling workload, the

20 processor including a computer program comprising:

code for selecting a period;

code for selecting a contacts forecasted to be received (CRF) value for the selected period;

code for selecting a contacts forecasted to be

25 handled (CHF) value for the selected period;

code for generating a contacts handled intraday value (CHI) for the selected period equal to the (CHF) value for the selected period; and

code for updating the CHI value.